**Patient Participant Group Meeting Tuesday 27th November 2018 Minutes**

**Present:**

**Alison Tones – Practice Manager, Jayne McCarthy – Reception Manager, Annette Thompson – Chair Person.**

**Karen Clifford, Ronald Stobbart, Clive Gibbons, Laura Kelley, Teresa Thomas, Lee Mcdonald.**

**Mayfield Medical Centre quests, Shauna Batey and Kelsey Scott.**

**Appologies:**

**June and Robert Henderson**

Annette introduced Laura the new member to the panel.

Jayne introduced Kelsey and Shauna from Mayfield who already have a group. We thought it was a great idea for them to attend our group so both surgeries can gain new ideas and suggestions to help each other. We discussed the reasons in choosing a Chair Person and how we came to the joint decision with Annette.

We discussed the minutes from the previous meeting which was held on Tuesday 25th September. One of the members pointed out our website had not been updated in a while. This was addressed before the meeting by Alison and myself and we are currently looking in to topics and new ideas to add to the website and to make sure it is constantly updated. We have a nominated member of staff who will now update this regularly.

Annette had asked if the appointment protocol could be displayed in the surgery. This protocol has been added to the screen in the reception area.

We were asked to display the practice’s DNA figures, Alison already informed the group this information is currently already on the screen.

Annette and the group discussed the STEPS extended service which the surgery provides at weekends. Annette suggested we should advertise this service more with posters etc.

Jayne updated the group on how the E-Consult service is becoming more popular and how we have received great positive feedback regarding this service.

Karen Clifford gave the group feedback from the patient reference group she attended after agreeing to be a representative from the patient panel group. Karen felt she listened to ideas and suggestions within the group but felt she would take more suggestions from the meeting today to her next meeting on Thursday 6th December. One of the group suggested asking what service is currently in place for elderly and disabled patients requesting to have their finger and nails cut. This would exclude Diabetic patients.

Alison discussed the **“Better You Award”** which the surgery has received. Alison talked about how the practice aimed to achieve certain indicators.

* Examples of the award are as follows:
* Good access to appointment and support
* Support for excluded and isolated groups
* Good patient information and involvement
* Good patient experience of care

Jayne discussed the importance from a non-clinical point of view the importance of Annual Review appointments. This appointment is to monitor the patient’s ongoing care to enable the patient is receiving the best care and attention required.

The blood clinic times were discussed and at present we will be keeping the blood clinic times as they are, **every morning 08:30am – 09:30am weekdays and 13:00pm – 14:00pm Monday/Tuesday** **and Wednesday**. We will review this again in the future.

Jayne discussed **OSBC – One Stop Breathing Clinic** - this is a new pilot scheme which identifies early respiratory problems for patients who fall in to the category of developing a breathing condition. These appointments are available only in the STEPS clinic.

Jayne discussed the Cobalt Hospital Referral system and the patient will be seen quicker depending on the specific criteria. Annette kindly spoke about her experience at the Cobalt Hospital and why her needs were not fully met on that occasion. Adele Blythe the GP liaison Officer for the Cobalt Hospital has kindly offered to attend our next meeting with information and to possibly bring along one of the consultants to answer any questions from the group.

Kelsey mentioned that she did use the Cobalt referral system at Mayfield surgery but the categories were quite restrictive and both Kelsey and Shauna were interested in finding out more information regarding the Cobalt Hospital.

**Any other business**:

Jayne was asked by the group to discuss the surgeries home visit protocol:

* The receptionist will triage the call and an URGENT appointment will be offered the same day if the symptoms for the criteria.
* Depending on the symptoms, the home visit request can be passed to the ACT which is a community service 24 hours daily and 7 days a week. The GP will triage the call; the request will then be transferred to the ACT team.
* If the GP decides the patient needs a visit from them, the patient will be informed but no specific time will be given depending on the urgency of the symptoms.

A member of the group discussed her home visit request experience. She was eventually directed to a walk in centre and felt her child’s need were not fully met from the practice.

We discussed this in our monthly clinical meeting and changes have been made accordingly.

Jayne discussed the Bliss –ability service in which the surgery has been involved with over the past few years. This is a free service which supports patients from the age of 18 onwards who are feeling lonely, bored, isolated and need extra help improving their future health and wellbeing. Pamela Smith who is one of the services social navigators has helped many of our patients in various situations. Pamela’s continuing support, encouragement and care has proved to be an ongoing success with Victoria Medical Centre. She is hoping to come along and support our next meeting.

A Patient Participant Group on the Website was suggested to enable ideas and suggestions to be given by members of the practice. Alison, Jayne and Annette will discuss this further before deciding on this request being actioned. We will continue to display the Patient Participant Meeting minutes.

Kelsey and Shauna have kindly invited Annette and myself to their next Patient Participant Group.

Annette chaired the meeting very well, the meeting was positive and everyone enjoying sharing their views and suggestions.

We plan to have a food donation box in support of Hebburn Helps community food bank for local people and their families in time of need. This will be presented to them on Friday 21st December.

We agreed the next meeting will take place on **Tuesday 5th March at 18:00pm** where we will have a joint group **with Mayfield Medical Centre.**